

Clayton Megna

Technical Support Specialist | Windows Systems Support | Networking Troubleshooting

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PROFESSIONAL SUMMARY

Computer Systems Technician Graduate, George Brown College with hands-on experience configuring, troubleshooting, and supporting Windows Server environments, enterprise networking labs, virtualization platforms, and remote access infrastructure. Experienced diagnosing DNS, DHCP, VPN, TCP/IP, routing, and connectivity issues across multi-machine virtual environments using VMware Workstation, Cisco IOS, Windows diagnostics tools, and Wireshark. Strong background in Windows networking, infrastructure troubleshooting, system configuration, and technical problem resolution with a 3.99 GPA and Academic Award of Excellence recognition.

TECHNICAL SKILLS

Technical Support & Troubleshooting: Windows troubleshooting, software troubleshooting, connectivity diagnostics, VPN troubleshooting, DNS/DHCP troubleshooting, remote support concepts, CLI diagnostics, Event Viewer, Performance Monitor, Wireshark, technical documentation.

Windows Systems Administration: Windows 10/11, Windows Server 2016, DNS, DHCP, IPAM, Remote Desktop, VPN and DirectAccess, Active Directory concepts, Group Policy, AppLocker, file permissions and sharing, VMware Workstation.

Networking: TCP/IP, IPv4/IPv6, subnetting, OSPFv2, ACLs, NAT/PAT, WAN concepts, WiFi networking fundamentals, Cisco IOS CLI, Packet Tracer, routing and connectivity troubleshooting.

Linux / Scripting: Ubuntu Linux, Bash scripting, shell scripting, SSH, process management, Python, file handling, regular expressions, error handling.

Additional Technologies: Azure VM administration, Git, GitHub, CI/CD, YAML, JSON, SQL, SQLite, VS Code, FileZilla.

PROJECT EXPERIENCE

Windows Server Infrastructure & Remote Access Labs

Academic Projects

- Built a TypeScript-first Next.js and React application with App Router pages, route handlers, typed content models, reusable UI primitives, machine-readable exports, and source-of-truth content patterns.
- Built and managed multi-machine Windows Server 2016 virtual environments using VMware Workstation with domain controller and client/server configurations.
- Configured VPN and DirectAccess connectivity between virtual systems and performed remote access troubleshooting involving network communication and authentication issues.
- Diagnosed connectivity, DNS resolution, DHCP lease, and remote access problems using Event Viewer, Performance Monitor, and network verification techniques.
- Configured Windows Server remote access services, firewall settings, and networking policies within enterprise-style lab environments.

Enterprise Networking & Troubleshooting Labs

Academic Projects

- Configured and verified OSPFv2 routing, IPv4 ACLs, and NAT/PAT services in enterprise networking simulations using Cisco IOS and Packet Tracer.
- Performed network troubleshooting and diagnostics using ping, traceroute, routing verification commands, and adjacency troubleshooting techniques.
- Diagnosed routing, connectivity, and address translation issues within simulated enterprise WAN environments.
- Configured IPv4 and IPv6 addressing schemes and validated end-to-end connectivity between network segments.
- Used Wireshark and protocol analysis tools to monitor and troubleshoot network traffic and communication issues.

Technical Support, Security & System Hardening Labs

Academic Project

- Configured Windows security policies, AppLocker settings, firewall rules, and Windows Defender SmartScreen protections in controlled lab environments.
- Performed troubleshooting involving Windows configuration issues, endpoint protection settings, and network communication behavior.
- Conducted packet analysis and security testing exercises using Kali Linux and Wireshark.
- Worked with remote access security concepts, password auditing exercises, and network security troubleshooting.

Linux Administration & Scripting Labs

Academic Projects

- Performed Linux administration tasks in Ubuntu environments using command-line tools and shell scripting.
- Managed users, groups, permissions, and SSH configuration using Linux administrative utilities.
- Executed Bash scripting exercises involving automation, file operations, and process management.
- Performed CLI-based troubleshooting and system navigation within Linux environments.

DevOps & Cloud Administration Projects

Academic Projects

- Configured and managed Azure-hosted virtual machines for deployment and administration exercises.
- Installed and configured SonarQube services within cloud-hosted virtual environments.
- Worked with Git and GitHub workflows, YAML, JSON, and CI/CD concepts in collaborative DevOps projects.

EDUCATION

George Brown Collegee

April 2026

Computer Systems Technician Diploma

- GPA: 3.99 / 4.0. Coursework included Enterprise Networking & Automation, Windows Server Infrastructure, Linux System Administration, DevOps for System Administration, Identity Management Services, Cybersecurity Fundamentals, Wireless Technology, and Network Automation.
- Coursework exposure includes Windows Server administration, Active Directory, DNS/DHCP, VPNs, TCP/IP networking, OSPF, ACLs, NAT/PAT, virtualization, Bash/Python scripting, Git/GitHub workflows, Azure virtual machines, Linux administration, Wireshark, SQL, infrastructure troubleshooting, and DevOps concepts including YAML, JSON, CI/CD, and automation workflows.

PROFESSIONAL EXPERIENCE

Geogre Brown College ALS Tutor

17-Feb-2026 - 26-April-2026

Toronto, ON

- Provided one-on-one and small-group academic support to Computer Systems Technician students in networking, Linux, Windows Server, cybersecurity, DevOps, and troubleshooting-related coursework.
- Assisted students with Cisco Packet Tracer labs, subnetting, routing and switching concepts, virtualization, command-line tools, and technical assignments while reinforcing hands-on problem-solving skills.
- Guided peers through lab configurations, system administration tasks, and troubleshooting processes using structured, step-by-step technical instruction.
- Supported classmates through Discord and in-person collaboration by answering technical questions, reviewing configurations, and helping interpret assignment requirements and lab objectives.
- Demonstrated strong communication, patience, teamwork, and leadership skills while helping students improve understanding of complex technical concepts and practical lab environments.

Volunteer Teaching Assistant (Unofficial)

George Brown College — Computer Systems Technician Program

2025-2026

Toronto, ON

- Assisted classmates with troubleshooting Windows Server, networking, Linux, and virtualization lab issues during live classes and project sessions.
- Frequently screen shared during online classes to demonstrate lab configurations, troubleshooting steps, and project solutions for both students and instructors.
- Helped students understand and complete technical labs involving Active Directory, DNS/DHCP, VPNs, TCP/IP networking, scripting, and Windows Server administration.
- Provided real-time support through class chat discussions by answering technical questions, troubleshooting errors, and explaining lab concepts.
- Supported collaborative learning by helping peers diagnose configuration issues, connectivity problems, and virtual machine environment errors.
- Demonstrated strong communication, troubleshooting, documentation, and technical support skills within fast-paced classroom and lab environments.

Serenity Scapes — Owner/Operator

2020–2024

Acton, ON

- Managed customer communication, scheduling, estimates, and service coordination.
- Coordinated equipment, timelines, and operational tasks while maintaining quality service.

RE/MAX Real Estate Centre — Administration & Reception

2014-2015

Fergus, ON

- Managed multi-line phone systems, client communications, scheduling, and front-desk operations.
- Organized records, documentation, and marketing materials in a fast-paced office environment.